

# **FSA FMS Application Management**

## **FMS Applications Operations - Monthly Report** **Deliverable 88.1.1k**

Period Ending: 10/31/02



**F E D E R A L**  
**S T U D E N T A I D**

*We Help Put America Through School*

# FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

## Deliverable 88.1.1k Executive Summary

Period Ending 08/31/02

Service Level	Description		Current Month		Quantity
			Target	Actual	
	<b>Response Times</b>				
2.0	Response Time - High		90%	100%	4
2.1	Response Time - Medium		90%	100%	105
2.2	Response Time - Low		90%	100%	66
	<b>Resolution Times</b>				
2.3	Resolution Time - High (Complex)		90%	100%	
2.4	Resolution Time -Medium (Complex)		90%	100%	
2.5	Resolution Time - High (Simple)		90%	100%	2
2.6	Resolution Time -Medium (Simple)		90%	100%	81
	<b>Other Service Metrics</b>				
2.7	Resolution Quality		95%	100%	141
2.8	Work Estimate Accuracy		90%	100%	
2.9	Service Reporting Delivery			7	
	<b>Help Desk Metric</b>				
3.0	Request Volume		100	215	215

### Monthly Highlights

- 1) Logged all FMS Help Desk calls from 10/01/02 through 10/31/02
- 2) Most of the activity of the help desk activity related to the following: file processing for all programs, new change requests submitted, COD processing, LaR access issues, LaRS Receivables notification issues, LaRS security form and user id issues, and functional user issues.
- 4) Help Desk spent significant time assisting users with very limited computer knowledge
- 5) Held FMS change request meetings.

(See Appendix A for detailed explanations of the Metrics.)

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**Service Level Metric 2.0**

**Response Time - High**

	Current Month	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Current Targets
Response Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	94.0%	97.0%	99.0%	100.0%	100.0%	100.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	94.0%	97.0%	99.0%	100.0%	100.0%	100.0%	100.0%	

**Service Level Metric 2.1**

**Response Time - Medium**

	Current Month	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Current Targets
Response Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.0%	99.0%	100.0%	100.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.0%	99.0%	100.0%	100.0%	100.0%	

**Service Level Metric 2.2**

**Response Time - Low**

	Current Month	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Current Targets
Response Time (%)	100.0%	100.0%	100.0%	100.0%						98.0%	100.0%	100.0%	100.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend		100.0%	100.0%	100.0%						98.0%	100.0%	100.0%	100.0%	100.0%	

**Service Level Metric 2.3**

**Resolution Time - High (Complex)**

	Current Month	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Current Targets
Resolution Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.0%	96.0%	95.0%	97.0%	99.0%	100.0%	100.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	94.0%	96.0%	95.0%	97.0%	99.0%	100.0%	100.0%	100.0%	

**Service Level Metric 2.4**

**Resolution Time - Medium (Complex)**

	Current Month	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Current Targets
Resolution Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	97.0%	97.0%	97.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	97.0%	97.0%	97.0%	

**Service Level Metric 2.5**

**Resolution Time - High (Simple)**

	Current Month	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Current Targets
Resolution Time (%)															>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend															

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**Service Level Metric 2.6**

**Resolution Time - Medium (Simple)**

	Current Month	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Current Targets
Resolution Time (%)															>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend															

**Service Level Metric 2.7**

**Resolution Quality**

	Current Month	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Current Targets
Resolution Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	>=95%
Green Target (%)	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	90% to 95%
Data Quality	AD														<=90%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

**Service Level Metric 2.8**

**Work Estimate Accuracy**

	Current Month	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Current Targets
Resolution Time (%)															>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend															

**Service Level Metric 2.9**

**Service Reporting Delivery**

	Current Month	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Current Targets
Service Reporting Delivery (day)	7	7	7	7	7	7	7	7	7	7	7	7	7	7	<=7
Green Target (Calendar Day)	7	7	7	7	7	7	7	7	7	7	7	7	7	7	8
Data Quality	AD														>=9
Color Trend		7	7	7	7	7	7	7	7	7	7	7	7	7	

**Help Desk Metric 3.0**

**Request Vol. (Info.Only)**

	Current Month	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Current Targets
Number of Requests	37	72	69	89	115	237	245	259	222	143	175	303	85	215	<=100
Green Target (# of Requests)	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100 to 150
Data Quality	AD														>150
Color Trend		72	69	89	115	237	245	246	222	143	175	303	85	215	

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### Data Tracking Starts 10/01/02 ----- Monthly Availability

**This chart displays monthly availability for the application. Availability percentage is based on a 24-hour day, and excludes scheduled downtime for maintenance.**

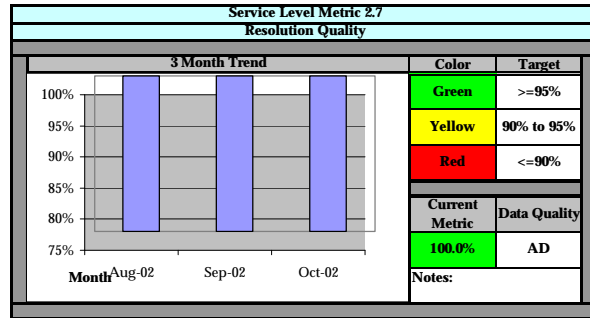
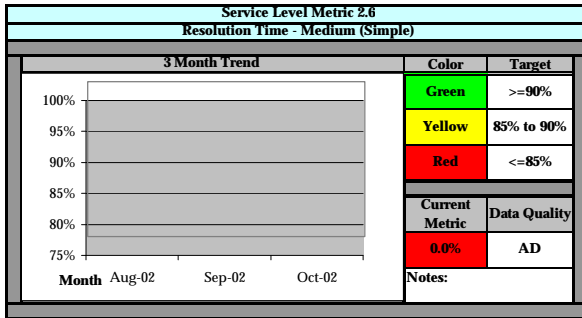
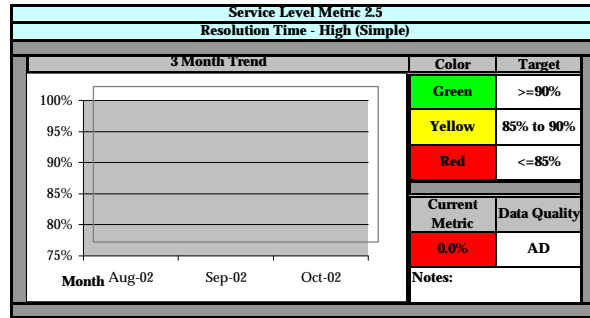
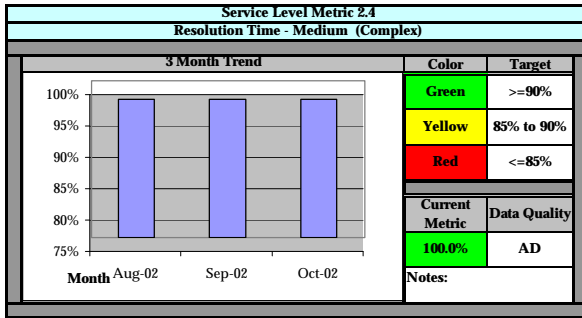
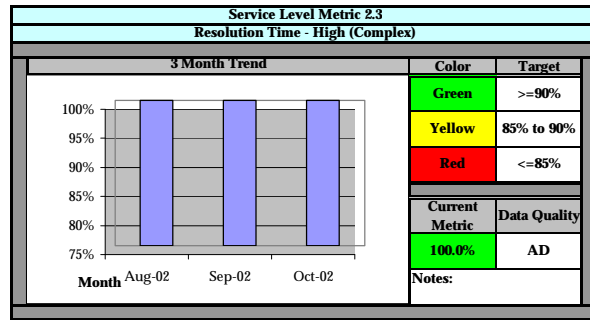
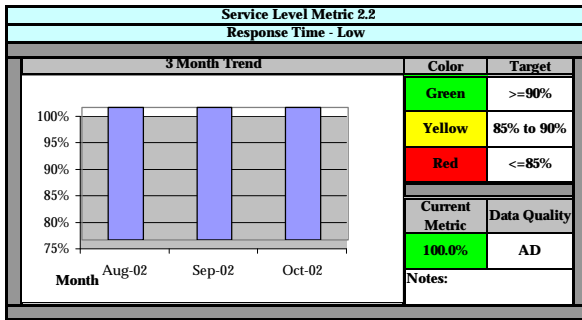
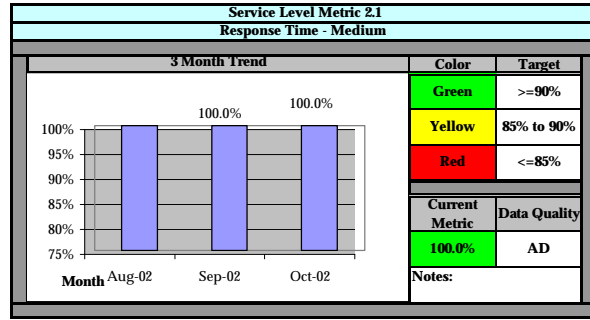
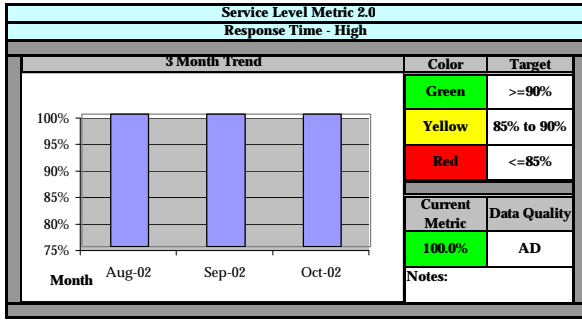
Day	Date	Availability	Notes
<b>VDC Montly Availability for 10/2002</b>			
Tuesday	10/1/2002	100%	
Wednesday	10/2/2002	100%	
Thursday	10/3/2002	100%	
Friday	10/4/2002	100%	
Saturday	10/5/2002	100%	
Sunday	10/6/2002	100%	
Monday	10/7/2002	100%	
Tuesday	10/8/2002	100%	
Wednesday	10/9/2002	100%	
Thursday	10/10/2002	100%	
Friday	10/11/2002	100%	
Saturday	10/12/2002	100%	
Sunday	10/13/2002	100%	
Monday	10/14/2002	100%	
Tuesday	10/15/2002	100%	
Wednesday	10/16/2002	96%	SERVER WENT DOWN @ 11am (HPV2 - Production Database Server)
Thursday	10/17/2002	100%	
Friday	10/18/2002	100%	
Saturday	10/19/2002	100%	
Sunday	10/20/2002	100%	
Monday	10/21/2002	100%	
Tuesday	10/22/2002	100%	
Wednesday	10/23/2002	100%	
Thursday	10/24/2002	100%	
Friday	10/25/2002	100%	
Saturday	10/26/2002	100%	
Sunday	10/27/2002	100%	
Monday	10/28/2002	100%	
Tuesday	10/29/2002	100%	
Wednesday	10/30/2002	100%	
Thursday	10/31/2002	100%	
<b>Total</b>	<b>10/01/02 thru 10/31/02</b>	<b>100 % ----</b>	<b>This is the monthly average of Availability.</b>

# FMS Applications Management

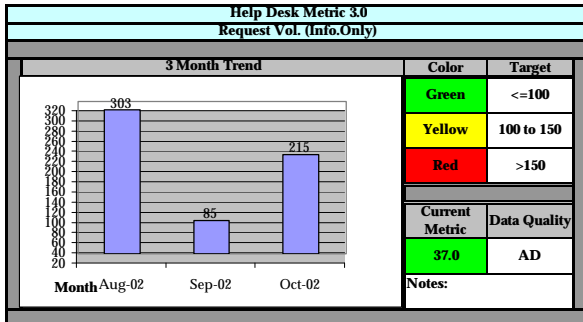
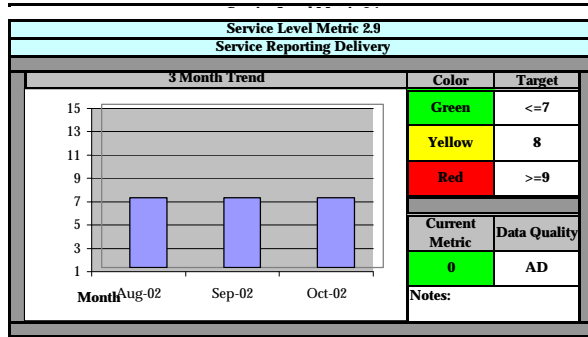
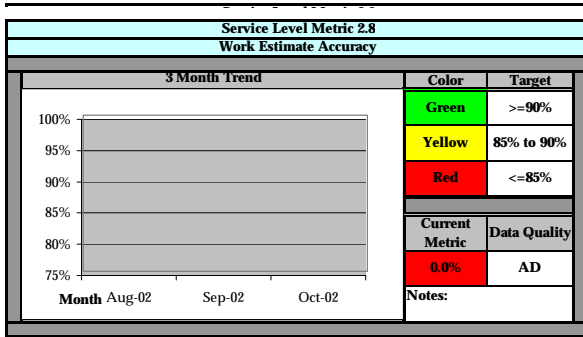
## Deliverable 88.1.1j

### Trend Analysis

**09/30/02**



**FMS Applications Management**  
**Deliverable 88.1.1j**  
**Trend Analysis**  
**09/30/02**



Notes for the Past 3 Months	
Service Level Metric 1.0	
Service Level Metric 1.1	
Service Level Metric 1.2	
Service Level Metric 1.3	
Service Level Metric 1.4	
Service Level Metric 1.5	
Service Level Metric 1.6	
Service Level Metric 1.7	
Service Level Metric 1.8	
Service Level Metric 1.9	
Service Level Metric 1.10	
Service Level Metric 1.11	

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**FSA Program Metric - Sep. 2002**

**This Report will display the number of issues per FSA program that come into FMS for the month.**

FSA / ED Program	Opened for October	Total Issues Closed for October	Issues Remaining Open
CBS	0	0	0
CMDM	0	0	0
COD	0	0	0
DLC	0	0	0
DLO	0	0	0
DLS	0	0	0
ED Budget	0	0	0
ED CFO	0	0	0
FFEL DCS	0	0	0
FFEL GA/VFA	0	0	0
FMS	4	4	0
Forms 2000	1	1	0
FP Datamart	0	0	0
FSA CFO	0	0	0
FSA Rep/Bdgt	0	0	0
FSA/ED Treas	0	0	0
LaRS/LAP	207	207	0
LEAP/SLEAP	1	1	0
Other	2	2	0
PELL	0	0	0
<b>TOTAL</b>	215	215	0



# FMS Applications Management

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## FMS Issue Type Tracking - Oct. 2002

This metric / report will give us a snap shot of the most request type of help, and help designate any training or communication needs.

Request Type	High	Medium	Low	Total
Change Req. / Enhance	0	0	0	0
Complex Requests	0	0	0	0
Feeder File Issue	0	0	0	0
FMS General	0	0	0	0
FSA / Dept. of ED Help Call	0	0	0	0
Question / Query	0	1	0	6
System Access Issue	0	23	0	42
System ID's Issue	0	1	0	3
User Suprt. / Funct. Issues	4	3	66	164
VDC Outages	0	78	0	0
<b>TOTAL</b>	<b>4</b>	<b>105</b>	<b>66</b>	<b>215</b>

Request Type Legend		
Request Type	Definition	
Change Req. / Enhance		Any issue related to FMS Change Requests.
Complex Requests		Issues that are very technical in manner and cannot be resolved immediately, and need extensive research.
Feeder File Issue		Issues related to any file transfer with any FSA Program that feeds into FMS.
FMS General		Issues related to common technical problems or functional issues.
FSA / Dept. of ED Help Call		Any calls that are routed into the FMS Help Desk line that are not related to FMS, but related to the Dept. of ED.
Question / Query		Issues that are questions only, or inquiries about FMS.
System Access Issue		Issues related to user access to FMS.
System ID's Issue		Issues related to an FMS User ID or Password.
User Suprt. / Funct. Issues		Issues related to functional navigation, processing, reporting, and procedures.
VDC Outages		Issues related a FMS outage at the VDC.

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Priority Type Legend	
Prioity	Definition
High	Any issue that is stopping FMS business or in position to stop FMS businesss without attention by the Help Desk.
Meduim	Any issue that may be crital to business if not resolved, but there is a work around to process trasnactions and do FMS business.
Low	Any issue that is non critcal but needs attention, dose not involve FMS processing ability.

**FMS Change Request Metric - Oct. 2002**

Change Requests Open	Critical	High	Medium	Low	Total
CBS	0	1	1	0	2
CMDM	0	0	1	0	1
COD	1	8	0	0	9
DLC	1	5	2	0	8
DLO	0	6	2	0	8
DLS	1	11	5	2	19
ED Budget	0	0	0	0	0
ED CFO	0	1	0	0	1
FFEL DCS	1	0	0	0	1
FFEL GA/VFA	0	8	4	7	19
FMS	3	6	9	0	18
FP Datamart	0	0	0	0	0
FSA CFO	5	20	4	1	30
FSA Rept/Budget	0	0	0	0	0
FSA/ED Treasury	0	0	0	0	0
LaRS/LAP	1	2	8	4	15
LEAP/SLEAP	0	3	2	0	5
PELL	2	3	8	0	13
<b>Total</b>	<b>15</b>	<b>74</b>	<b>46</b>	<b>14</b>	<b>149</b>

Change Request Closed	Critical	High	Medium	Low	Total
CBS	0	1	0	0	1
CMDM	0	0	0	0	0
COD	3	3	0	0	6
DLC	0	5	4	0	9
DLO	0	0	0	0	0
DLS	5	30	1	2	38
ED Budget	0	0	0	0	0
ED CFO	1	3	1	0	5
FFEL DCS	0	0	0	0	0
FFEL GA/VFA	4	24	5	2	35
FMS	3	8	1	0	12
FP Datamart	0	0	0	0	0
FSA CFO	4	16	2	1	23
FSA Rept/Budget	0	0	0	1	1
FSA/ED Treasury	0	1	0	0	1
LaRS/LAP	0	5	2	1	8
LEAP/SLEAP	2	5	2	0	9
PELL	1	2	3	0	6
<b>Total</b>	<b>23</b>	<b>103</b>	<b>21</b>	<b>7</b>	<b>154</b>

New Change Request for October / 02	Critical	High	Medium	Low	Total
CBS	0	0	0	0	0
CMDM	0	0	0	0	0
COD	0	0	0	0	0
DLC	0	0	0	0	0
DLO	0	0	0	0	0
DLS	0	1	1	0	2
ED Budget	0	0	0	0	0
ED CFO	0	0	0	0	0
FFEL DCS	0	0	0	0	0
FFEL GA/VFA	1	0	2	0	3
FMS	0	1	3	0	4
FP Datamart	0	0	0	0	0
FSA CFO	0	0	0	0	0
FSA Rept/Budget	0	0	0	0	0
FSA/ED Treasury	0	0	0	0	0
LaRS/LAP	0	7	8	5	20
LEAP/SLEAP	0	0	0	0	0
PELL	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>9</b>	<b>14</b>	<b>5</b>	<b>29</b>

Priority Type Legend	
Priority	Definition
Critical	A Change Request that needs to be implemented as an emergency. This is any CR that will fix an issue that stops FMS from achieving the FSA business needs.
High	A Change Request that effects FMS business needs and has a deadline date for implementation due to feeder system needs or FMS changes that effect transaction processing.
Medium	A Change Request that is not FMS business critical but would help increase work efficiency and effectiveness. This CR may be a reporting need, or reconciliation need between programs.

# **SFA FMS APPLICATION MANAGEMENT**

## **Metrics Based Service Target Report**

### **Appendix A - Definition of Metrics**

<b>Metric #</b>	<b>Title and Definition</b>
2.0	<b>Response Time High Priority</b>
2.1	<b>Response Time Medium Priority</b>
1.2	<b>Response Time Low Priority</b> Elapsed Time from initial logging of Request by Tier 1 Help Desk to acknowledgement of Request by the Application Management Team . For High Priority Requests the Tier 1 Help Desk will make an additional phone call or page to the Application Management Team.
2.3	<b>Resolution Time High Priority (Complex)</b>
2.4	<b>Resolution Time Medium Priority (Complex)</b>
2.5	<b>Resolution Time High Priority (Simple)</b>
2.6	<b>Resolution Time Medium Priority (Simple)</b> Elapsed Time from acknowledgement of Request by the Application Management Team to notification of Tier I Help Desk that the Request has been resolved and that the solution is ready to be moved into production All movement of changes into Production is dependent on the VDC. In addition source code changes are dependent on Oracle Service level agreements and response from the Oracle Tech Support team. The Application Maintenance Team will manage the interface with Oracle but cannot directly control Oracle's Resolution Time. Measurements are made by Complex and Simple requests in a High and Medium priorities.
2.7	<b>Resolution Quality</b> This metric measures the level of rework effort required for completed requests. The target is 90% require no work during the first two weeks of being placed into production or over a normal business cycle.
2.8	<b>Work Estimate Accuracy</b> This metric measures the accuracy of the work effort estimates for complex requests. The target is 90% of the estimates end within a 20% plus or minus variance from the actual effort.
2.9	<b>Service Reporting Delivery</b> This metric covers the timely delivery of monthly Metrics Based Service Target Reports. Measured by the number of days from the 7 day target.
3.0	<b>Help Desk Request Volume</b> Reporting on the number of request made to the Tier II Help Desk. This is not a metric but used for informational purposes for SFA FMS management only.